Verification Review

ONLINE COURSE

Revised September 2021
Professional Standards Learning Code: 3110

Arizona Department of Education (ADE)

This training was developed by the Arizona Department of Education (ADE) Health and Nutrition Services Division (HNS).

Intended Audience

This training is intended for **School Food Authorities (SFAs) operating the National School Lunch Program (NSLP).** All regulations are specific to operating the NSLP under the direction of ADE.

Professional Standards

Information to include when documenting this training for Professional Standards:

Training Title: Online Course: Verification Review

**Key Area:** 3000 – Administration

Learning Codes: 3110

Length: 2 hours

Objectives

At the end of this training, attendees should be able to:

- understand the USDA requirements for ADE's oversight of the verification process;

- understand the details of each phase of verification in order to successfully complete all necessary actions;

- be familiar with the verification timeline to ensure compliance with all deadlines; and

- be prepared to submit the Verification Summary Report (VSR) through ADEConnect.
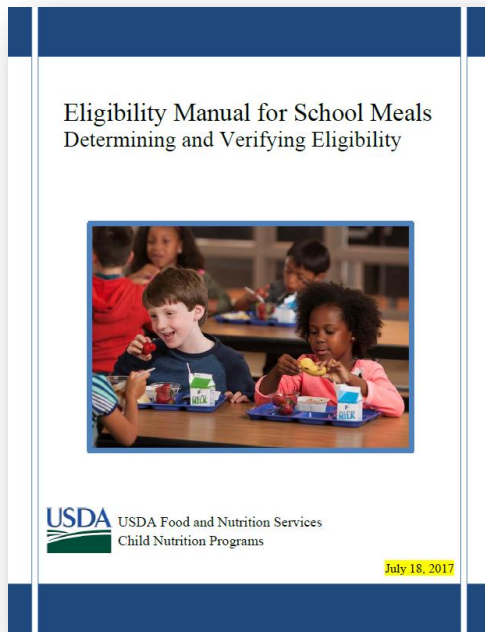
The instruction within this *Online Course* is based on guidance from USDA's *Eligibility Manual For School Meals, 2017.*

Verification information can be found on pages 97-118.

It is recommended to review this manual in addition to taking this course for complete guidance on processing household applications. Click [here](#) to access the manual.

- Throughout this course, there will be comprehension quiz questions to test your knowledge and help you apply what you're learning.

- Be sure to review these quiz questions and answers available within the guide.

- This icon will indicate a comprehension quiz question, and the background of the slides will be blue like you see on this slide.
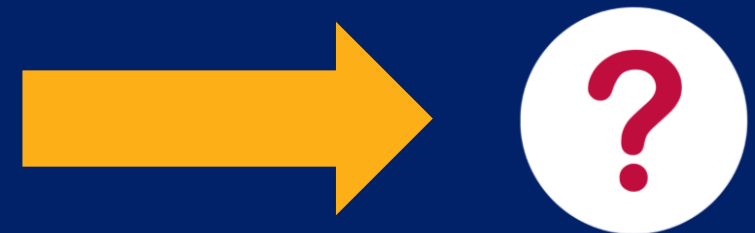
Online Course: Verification Review

This online course will review:

Introduction to Verification	Slides 7-20
Phase 1: Prepare for Verification	Slides 22-32
Phase 2: Calculate & Select Applications	Slides 33-65
Phase 3: Verify Selected Applications	Slides 66-103
Phase 4: Submit the Verification Summary Report	Slides 104-121
Additional Guidance Information	Slide 122
Professional Standards & Certificate	Slides 123-124

Introduction to Verification

Introduction

What is Verification?

Verification is the process of confirming eligibility for free and reduced-price meals.

Verification is only required when eligibility is determined through the household application process, not through direct certification.

Introduction

What is Verification?

All year, completed household applications are approved at face value.

A small sample of household applications are selected for verification, and documentation is requested from the household to verify that the information on the application is accurately reported.

The following are subject to verification:

- Case number applications

- Foster applications

- Income applications (free)

- Income applications (reduced)

ADE Household Application for Free and Reduced-Price Meals

Introduction

Why is verification important?

Checks and balances:

- Since applications are approved at face value, the NSLP must have a system to support the accuracy of self-reported data from the households.

- If the documentation provided from the household matches their household application, it supports that self-reported data **does** ensure free and reduced-price meals are provided only to eligible children.

Introduction

Ameliorative Action

Because the purpose of verification is to ensure that the information provided on the household applications is accurate, USDA requires ADE to analyze the results of verification each year. This analysis looks at which SFAs submitted the report with errors and/or had high numbers of applications change or terminate eligibility status due to the verification process ("high change/termination rate").

USDA requires each State agency to create an Ameliorative Action Plan to provide heavy oversight and technical assistance for SFAs that had a high change/termination rate for verification. The intent of Ameliorative Action is to improve the accuracy of the information that is provided on applications, as well as improve the timeliness and accuracy of data in the VSR.

Introduction

Ameliorative Action

ADE complies with USDA's requirement by providing training and technical assistance to SFAs who have been placed on the Ameliorative Action Plan based on the previous year's verification reporting.

SFAs are placed on the Ameliorative Action Plan if they meet *one or more* of the following criteria:

1. Had a high termination/change rate

2. Did not submit the report by February 1st

3. Verification activities were not completed by November 15th

4. Incorrect sampling method chosen

5. Selected an incorrect sample size

SFAs will be notified via memo if they are placed on the Ameliorative Action Plan.

True or false: All applications on file need to be verified.

A. True
B. False

True or false: All applications on file need to be verified.

A. True
B. **False**

Only a small sample of the household applications are selected for verification. This sample includes case number, foster, and free and reduced household applications.

Which of the following criteria will place an SFA on the Ameliorative Action Plan? Select all that apply.

A. Had a high termination/change rate
B. Did not submit the report by February 1st
C. Verification activities were not completed by November 15th
D. Incorrect sampling method chosen
E. Selected an incorrect sample size

Which of the following criteria will place an SFA on the Ameliorative Action Plan? Select all that apply.

A. Had a high termination/change rate
B. Did not submit the report by February 1st
C. Verification activities were not completed by November 15th
D. Incorrect sampling method chosen
E. Selected an incorrect sample size

USDA requires ADE to provide heavy oversight and technical assistance for SFAs who met one or more of these criteria based on the previous year's VSR submission.

Introduction

Verification Phases

The verification process has four phases, with each phase having an individual timeline.

- Phase 1: Prepare

- Phase 2: Calculate and Select

- Phase 3: Verify

- Phase 4: Report

Introduction

Verification Phases

| Prepare | Calculate & Select | Verify | Report |
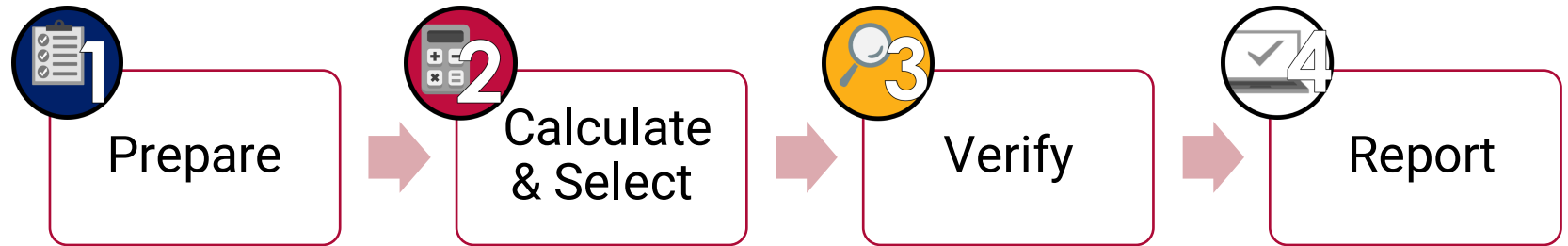
Phase 1: Prepare

- In this phase, organize all approved applications.

Phase 2: Calculate and Select

- In this phase, determine and select how many applications will be verified.

Introduction

Verification Phases

Prepare → Calculate & Select → Verify → Report
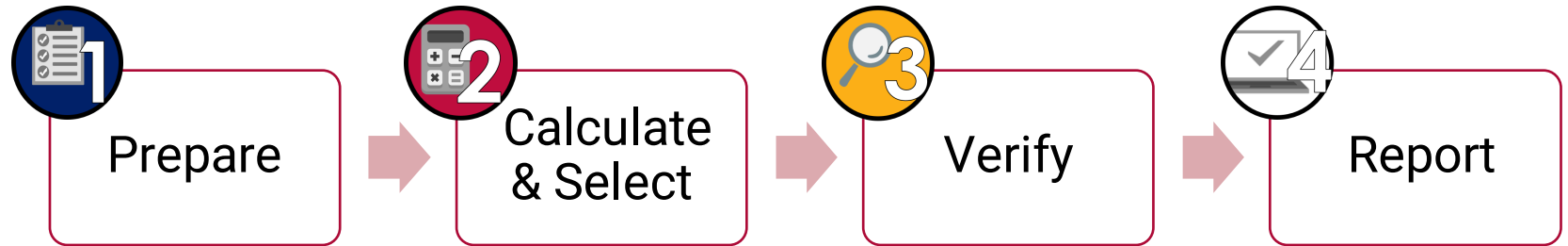
Phase 3: Verify

- In this phase, perform the process of verification, including conducting direct verification on the selected applications and contacting the households not directly verified.

Phase 4: Report

- In this phase, log into ADEConnect to submit the Verification Summary Report in CNP Verification Reporting.

Introduction

Verification Timeline

| Phase 1: September | → | Phase 2 & 3: October 1- November 15 | → | Phase 4: November 16- February 1 |
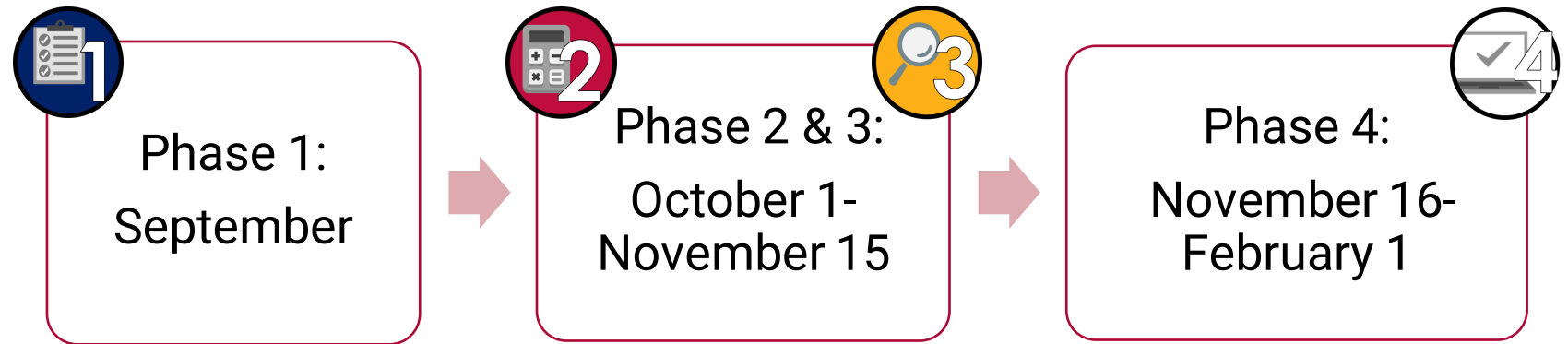
Verification phases begin on September 1st and end on February 1st.

- There are multiple deadlines throughout the verification process that will be explained in this training.

- Please note that if a due date for verification falls on a weekend or holiday, the due date will be extended to the following business day.

Introduction

Verification Best Practices Calendar

Follow along with the verification process and stay on track with every task and deadline with ADE's *Verification Best Practices Calendar*!

Phase 1: Prepare for Verification

September – October 1

Phase 1

Phase 1: Prepare for Verification

During Phase 1, SFAs will:

- Count the total number of applications on file

- Count and categorize applications by case number, foster, free by income, and reduced by income

- Complete best practices shared throughout this training to ensure the correct number of applications are chosen for verification

Phase 1

Best Practice: *Student Eligibility Checklist*

Before counting the number of applications on file, it is recommended that ADE's *Student Eligibility Checklist* is completed.

- If you have questions on this checklist, please contact your assigned specialist.

Phase 1

Best Practice: Conduct Direct Certification

To potentially reduce the total number of applications on file, it is best practice to conduct direct certification (DC) on or close to October 1 (the beginning of Phase 2).

- A household application will not be subject to verification if a student is a match in DC. These applications would be removed prior to determining the verification sample size.

- The Benefit Issuance Document (BID) needs to be updated after new matches in DC have been identified in order to reflect the most up to date information.

- Remember to also search the case numbers on the case number applications! If the case numbers match in DC, those applications are no longer subject to verification and those students become directly certified.
  Please note that case numbers that do not match in DC are still free applications that are subject to verification, as long as the case numbers appear to be valid.

What best practices should be completed during Phase 1 of Verification?

A. Print the tracking form, contact the households and conduct verification.
B. Complete the *Student Eligibility Checklist*, conduct direct certification and organize all of your applications.
C. Count all the students, contact every household and submit the online report.

What best practices should be completed during Phase 1 of Verification?

A. Print the tracking form, contact the households and conduct verification.
B. **Complete the *Student Eligibility Checklist*, conduct direct certification and organize all of your applications.**
C. Count all the students, contact every household and submit the online report.

By completing the *Student Eligibility Checklist*, conducting Direct Certification and organizing the applications, LEAs are ensuring that they are able to get the correct application count required for verification.

Phase 1

Count Your Applications

Determine the number of applications on file as of October 1 after DC has been conducted.

Remember that not all applications are subject to verification. Use ADE's *Verification Counting Cheat Sheet* to help you identify which applications are subject to verification.

Please note: You are counting *applications*, not *students*.

Phase 1

Subject to Verification

Refer to the chart below to identify which applications *are* subject to verification.

Applications	Meal Benefits	Subject to Verification
Case Number Application	Free	Yes
Foster Application	Free	Yes
Income Application	Free	Yes
Income Application	Reduced	Yes

Phase 1

Not Subject to Verification

Refer to the chart below to identify which applications and students *are not* subject to verification.

Other Cases & Acceptable Documentation	Meal Benefits	Subject to Verification
Income Application	Paid	No
Any disregarded applications due to the student(s) matching in DC	Free	No
Students who have matched in DC	Free	No
Students confirmed by their Homeless/Migrant/Runaway liaison	Free	No
Students with a Notice to Provider (Foster)	Free	No
Students enrolled in Head Start/Even Start	Free	No
Students with a TANF/FDPIR Agency Letter	Free	No
Students with a SNAP Agency Letter	Free	No

Which of the following is not subject to verification?

A. Household application certified for reduced-price.
B. A free household income application with a household containing three members. On 8/17, one student matched in DC and the other student did not match.
C. Household application certified for free based on a case number.

Which of the following is not subject to verification?

A. Household application certified for reduced-price.
B. **A free household income application with a household containing three members. On 8/17, one student matched in DC and the other student did not match.**
C. Household application certified for free based on a case number.

Anytime a student is a match in SNAP, TANF, or FDPIR, all students in the household are directly certified. Any students who are directly certified are not subject to verification, even if the household turns in an application.

Phase 2: Calculate & Select Applications

Begins October 1
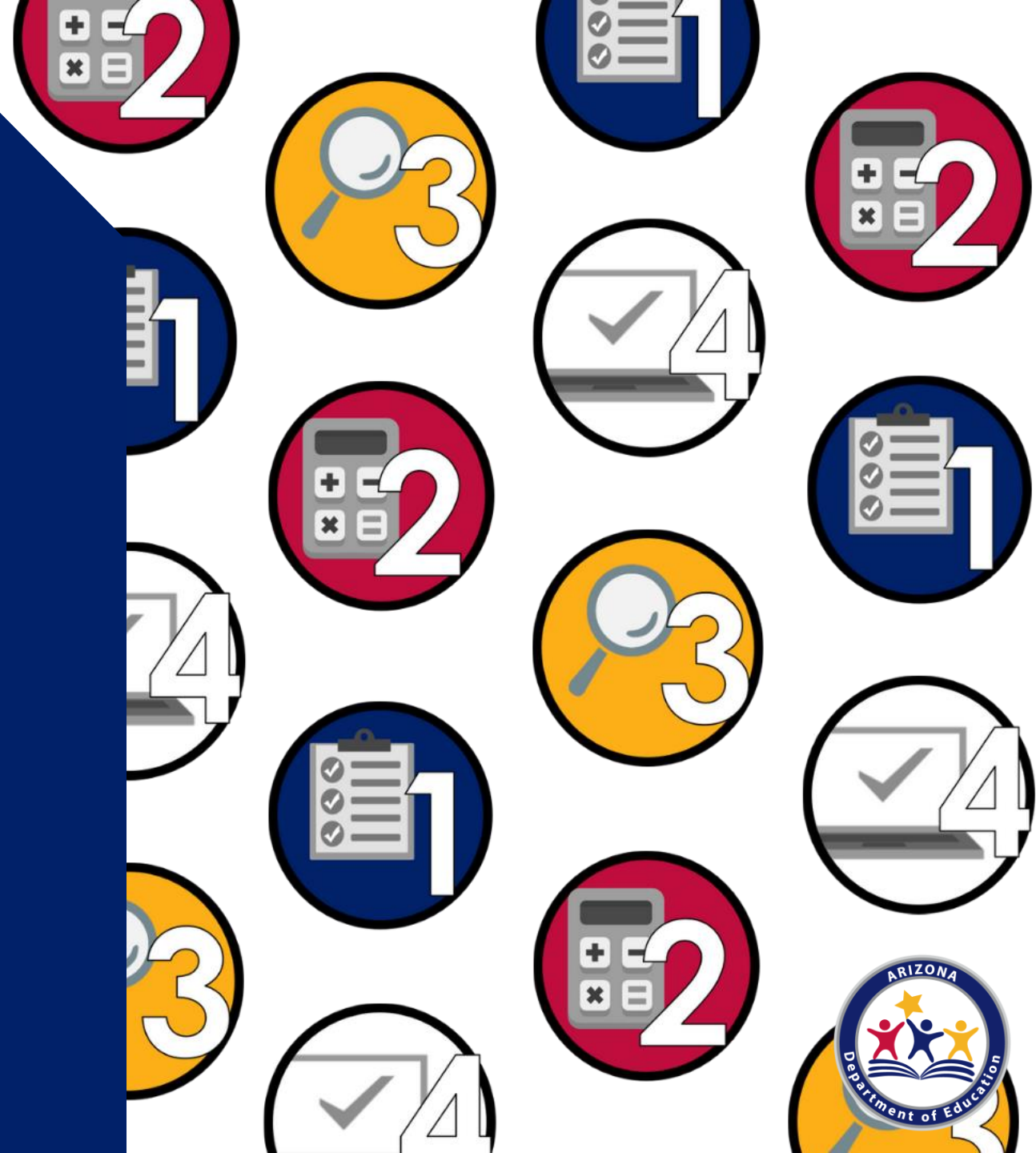
Phase 2

Phase 2: Calculate & Select Applications

During Phase 2, SFAs will:

- Determine which sampling method your LEA qualifies for based on the *Verification Non-Response Rate Report*

- Locate the ADE *Verification Sample Size Calculator*

- Calculate how many applications will need to be verified

Phase 2

Determine Your Sampling Method

SFAs will use the *Verification Non-Response Rate Report* to determine which sampling method to use.

The sampling method will determine how many applications SFAs are required to select for verification.

ADE posts the *Verification Non-Response Rate Report* annually on the NSLP website under the "Required State Reporting" accordion.

The report will show the SFA if they are eligible to use an alternative sampling method based on the results from the previous year's Verification Summary Report (VSR).

	Arizona Local Education Agencies Verfication Non-Response Rate Report	
	IMPORTANT - How to Determine Your Eligibility for Use of an Alternative Sample Size in 2020-2021	
1)	Sponsors highlighted in Green qualify for use of an alternative sample size during the 2020-2021 Verification reporting period.	
2)	Sponsors highlighted in Yellow DO NOT qualify for use of an alternative sample size due to Verification reporting errors. *	
3)	Remaining Sponsors DO NOT qualify for use of an alternative sample size, due either to Verification reporting errors or to an insufficient response rate. *	
*	*If you DO NOT qualify for use of an alternative sample size you MUST use the Standard sampling method for your 2020- 2021 Verification reporting.*	

ADE Verification Non-Response Rate Report Header

Phase 2

Determine Your Sampling Method

On the *Verification Non-Response Rate Report,* Local Education Agency (LEA) names shown in **green** qualify to use an alternative sampling method.

Those who qualify to use an alternative sampling method are the LEAs who had a low percentage of households who did not respond to the verification process during the previous school year.

LEAs who are eligible to select an alternative sampling method can choose from Standard Sampling, Alternate 1 (Random Sampling) or Alternate 2 (Focused Sampling).

LEAs who do not qualify to use an alternative sampling method will be shown in yellow or white and must use Standard Sampling.

Arizona Local Education Agencies Verfication Non-Response Rate Report		
IMPORTANT - How to Determine Your Eligibility for Use of an Alternative Sample Size in 2020-2021		
1)	Sponsors highlighted in Green qualify for use of an alternative sample size during the 2020-2021 Verification reporting period.	
2)	Sponsors highlighted in Yellow DO NOT qualify for use of an alternative sample size due to Verification reporting errors. *	
3)	Remaining Sponsors DO NOT qualify for use of an alternative sample size, due either to Verification reporting errors or to an insufficient response rate. *	
*	If you DO NOT qualify for use of an alternative sample size you MUST use the Standard sampling method for your 2020- 2021 Verification reporting.	

ADE Verification Non-Response Rate Report Header

How will LEAs know if they qualify to use an alternative sampling method?

A. The LEA name will be shown in **green** on the *Verification Non-Response Rate Report*.
B. The LEA will be shown in white on the *Verification Non-Response Rate Report*.
C. Look at the last claim in CNPWeb.

How will LEAs know if they qualify to use an alternative sampling method?

A. **The LEA name will be shown in green on the *Verification Non-Response Rate Report*.**
B. The LEA will be shown in white on the *Verification Non-Response Rate Report*.
C. Look at the last claim in CNPWeb.

ADE posts the *Verification Non-Response Rate Report* annually on the NSLP website. The LEA name will be highlighted in green to indicate they have qualified to use an alternative sampling method.

Phase 2

Sampling Methods

The sampling method is the calculation used to determine how many applications you need to select for verification.

- Always *round up* at the end of the calculation.

- It is important to verify the exact number of applications the calculation reflects.

- Please note that some sampling methods require you to select from error-prone applications for verification.

Phase 2

Sampling Methods

As indicated on the *Verification Non-Response Rate Report*, LEAs who **do not** qualify to use an alternative sampling method must use:

- Standard Sampling.

As indicated on the *Verification Non-Response Rate Report*, LEAs who **do** qualify to use an alternative sampling method can choose from:

- Standard Sampling

- Alternate 1: Random Sampling

- Alternate 2: Focused Sampling

True or False: Any LEA can use Alternate 1: Random Sampling.

A. True
B. False- No LEA can use Alternate 1: Random Sampling
C. False- Only LEAs who qualify to use an alternative sampling method can choose this option.

True or False: Any LEA can use Alternate 1: Random Sampling.

A. True
B. False- No LEA can use Alternate 1: Random Sampling
C. **False- Only LEAs who qualify to use an alternative sampling method can choose this option.**

The LEAs who qualify to use an alternative sampling method can choose from Standard Sampling, Alternate 1: Random Sampling, or Alternate 2: Focused Sampling.

Phase 2

Standard Sampling Method

This method must be used if the SFA is operating in their first year or if they do not qualify to use an alternative sampling method.

SFAs using this method must select 3% of the applications to verify. The selected applications must be from those marked as error-prone.

- Error-prone applications are those where the income falls within the error-prone range for income and household size.

- This may have been noted when the applications were initially certified.

- If they were not previously identified, please print the *Error-Prone Worksheet*, review all income applications and indicate which ones are error-prone.

Error-Prone Guidelines

Standard Sampling Method

The *Error-Prone Worksheet* can be found on the NSLP webpage under Program Forms and Resources: Eligibility Documents for School Meal Benefits: Verifying Household Applications.

- Please remember that this worksheet will only need to be used if error-prone applications **have not** already been identified.

Phase 2

Example

Phase 2

Standard Sampling Method Example

Let's practice an example.

> 1,100 income applications (62 are error-prone)
>
> 72 case number applications
>
> 2 foster applications
>
> =1,174 total applications subject to verification

Total applications x 3%

1,174 x .03 = 35.22 (*always round up* = **36 applications to verify**)

The SFA in this example will need to randomly select 36 applications out of the 62 error-prone applications on file.

Please note: If there are not enough error-prone applications to meet the requirement, SFAs must verify all error-prone applications and then select additional applications at random to meet the required number.

Phase 2

Alternate 1: Random Sampling Method

Only SFAs who qualify to use an alternative sampling method can use this option.

SFAs using this method must select 3% of the applications to verify. The SFA must randomly select from all case number, foster and free/reduced income applications.

- The benefit of this sampling method is that the SFA does not need to identify error-prone applications, but instead is able to select from **all** applications.

Example

Phase 2

Alternate 1: Random Sampling Method Example

Let's practice an example.

> 1,100 income applications (62 are error-prone)
>
> 72 case number applications
>
> 2 foster applications
>
> =1,174 total applications subject to verification

Total applications x 3%

1,174 x .03 = 35.22 (*always round up* = **36 applications to verify**)

Remember that error-prone applications do not need to be identified for this calculation method.

This SFA must randomly select 36 applications from all case number, foster and free/reduced income applications.

Phase 2

Alternate 2: Focused Sampling Method

Only SFAs who qualify to use an alternative sampling method can use this option.

In this method, SFAs must select 1% of the total applications (from the error-prone applications) and 0.5% of the case number applications to verify.

- The benefit of this sampling method is that it reduces the number of total applications the SFA will need to verify.

Example →

Phase 2

Alternate 2: Focused Sampling Method Example

Let's practice an example.

> 1,100 income applications (62 are error-prone)
>
> 72 case number applications
>
> 2 foster applications
>
> =1,174 total applications subject to verification

Total applications x 1%

1,174 x .01 = 11.74 (*always round up* = **12 error-prone applications to verify**)

+

Total case number applications x 0.5%

72 x .005 = 0.36 (*always round up* = **1 case number application to verify**)

= 12 error-prone applications + 1 case number application = 13 total applications to verify

Phase 2

Does the sampling method make a difference?

Using the application counts in the previous examples, let's compare the number of applications needed to be verified in each of the sampling methods.

	Calculation	# of Applications to Verify	Notes
Standard	3% of total applications	36 (chosen from error-prone)	
Alternate 1: Random	3% of total applications	36 (chose from total applications)	SFAs are able to select from all applications and not have to track/identify error-prone.
Alternate 2: Focused	1% of total applications + 0.5% of case number applications	13 applications (12 error-prone and 1 case number)	SFAs are able to select from a smaller sample size of applications; therefore, they will not have to verify as many applications.

Phase 2

Verification Sample Size Calculator

ADE provides a *Verification Sample Size Calculator* to calculate the required number of applications to be verified for that LEA.

It is best practice to use this online calculator for verification to ensure the correct number of applications are being verified.

To access the calculator, the SFA must have permissions to the CNP Verification Reporting application through ADEConnect.

Users who do not have access to CNP Verification Reporting must contact their Entity Administrator to grant access to this application.

Phase 2

Verification Sample Size Calculator

The *Verification Sample Size Calculator* is located on the right-hand side of the CNP Verification landing page.
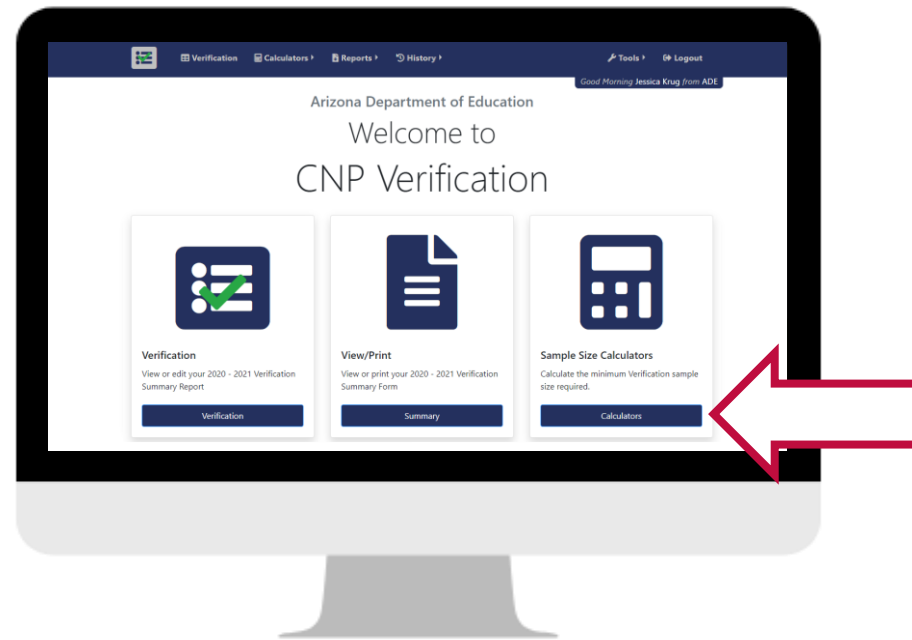
Phase 2

Verification Sample Size Calculator

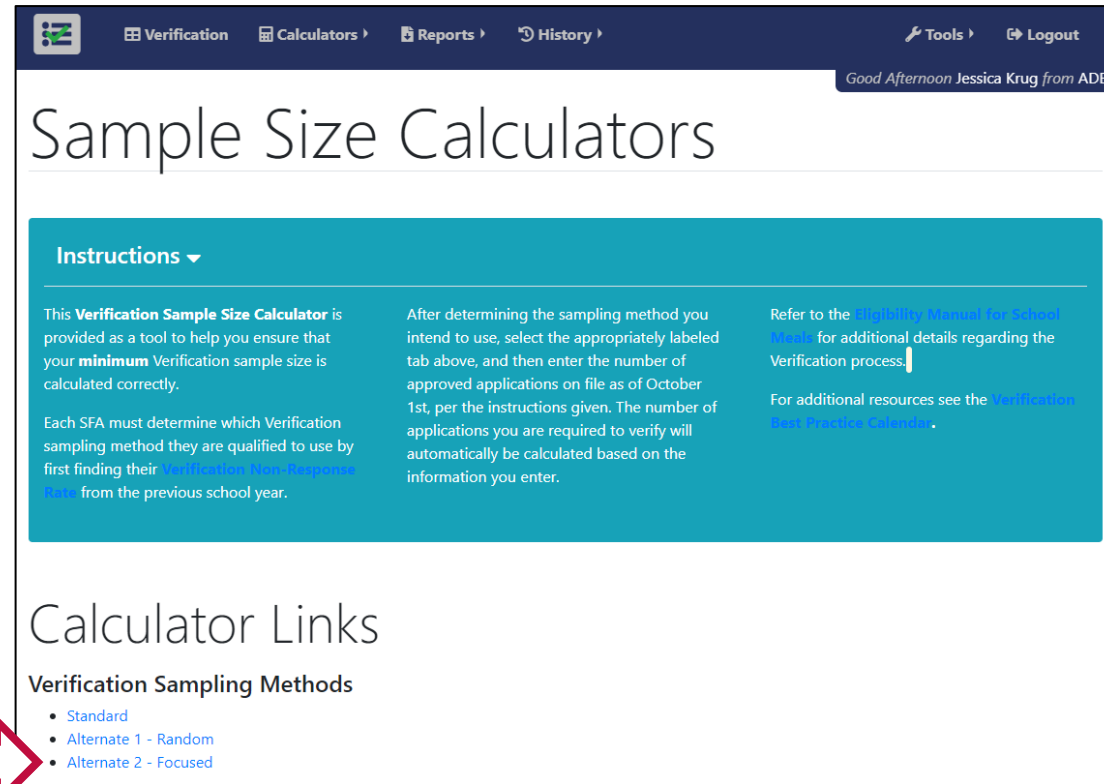Links to the calculators for the three sampling methods are at the bottom of the page.

Phase 2

Verification Sample Size Calculator

First, let's practice with the Standard Sampling calculator. Click on the link for *Standard*.

Phase 2

Verification Sample Size Calculator

There is a white box on the right side of the calculator. In this box, enter in the total number of applications on file as of October 1st that are subject to verification.

Phase 2

Verification Sample Size Calculator

The number of applications to be verified will be calculated and shown in the blue box.

Remember, for this sampling method, error-prone applications must be identified and selected for verification.

Phase 2

Verification Sample Size Calculator

Next, let's practice with the Alternate 1: Random Sampling calculator. Click on the link for *Alternate 1 – Random*.

Phase 2

Verification Sample Size Calculator

There is a white box on the right side of the calculator. In this box, enter the total number of applications on file as of October 1st that are subject to verification.

Phase 2

Verification Sample Size Calculator

The number of applications to be verified will be calculated and shown in the blue box.

Remember, for this sampling method, SFAs can select from all applications and do not have to choose from error-prone.

Verification Sample Size Calculator

Lastly, let's practice with the Alternate 2: Focused Sampling calculator. Click on the link for *Alternate 2 – Focused*.

Phase 2

Phase 2

Verification Sample Size Calculator

There are two white boxes on the right side of the calculator.

In the first box, enter in the total number of applications on file as of October 1st that are subject to verification.

Phase 2

Verification Sample Size Calculator

The number of income applications to be verified will be calculated and shown in the blue box.

Phase 2

Verification Sample Size Calculator

In the second white box, enter the total number of case number applications on file as of October 1st.

Verification Sample Size Calculator

The number of case number applications to be verified will be calculated and shown in the blue box.

64

Phase 2

Select Applications

The last step in Phase 2 is to randomly select the correct number of applications as indicated by the *Verification Sample Size Calculator*.

As a reminder, if your sampling method requires choosing from error-prone applications and you do not have enough error-prone applications to meet the requirement, you must verify all error-prone applications and then select additional applications at random to meet the required number.

Once you have selected the applications, you are ready to move on to Phase 3.

Phase 3: Verify Selected Applications

October 1 – November 15

Phase 3

Phase 3: Verify Selected Applications

During Phase 3, SFAs will:

- Complete the *Verification Tracking Form* for each application selected for verification

- Conduct Direct Verification in CNP Direct Certification/Direct Verification

- Contact the households and collect documentation
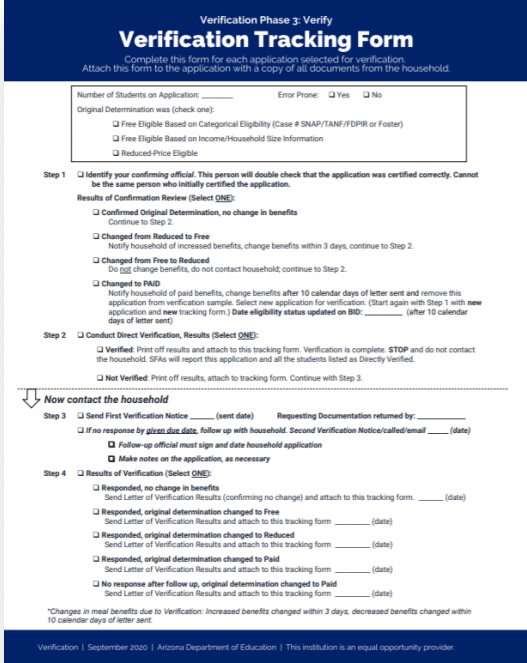
Phase 3

Best Practice: *Verification Tracking Form*

For each application selected for verification, ADE recommends printing the *Verification Tracking Form*.

- Print and attach this form to each application being verified.

- Fill this form out as you go through the verification process.

- The tracking form has four steps to guide the SFA from beginning to end through what to do with each application selected for verification.

Phase 3

Verification Tracking Form

Confirmation Review	➡	Direct Verification	➡	Contacting the Household	➡	Results of Verification

Step 1: Confirmation Review

- The Confirming Official will check if the application was initially certified correctly and will document the results on the tracker.

Step 2: Direct Verification

- Direct Verification will be conducted through CNP Direct Certification/Direct Verification and the results will be documented on the tracker.

Phase 3

Verification Tracking Form

| Confirmation Review | ➡ | Direct Verification | ➡ | Contacting the Household | ➡ | Results of Verification |
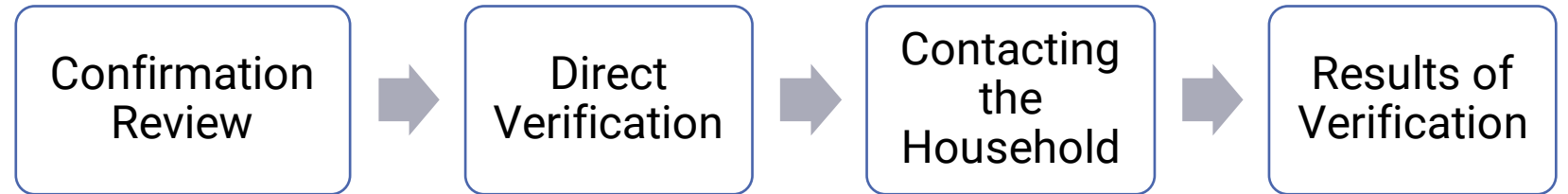
Step 3: Contacting the Household

- If the household was not verified in direct verification, the SFA must then request documentation from the household to verify the household's income.

Step 4: Results of Verification

- Document the final results of verification.

What ADE form is recommended to be printed and attached to each application being verified?

A. *Sources of Acceptable Documentation* list
B. *Verification Tracking Form*
C. *Verification Non-Response Rate Report*

What ADE form is recommended to be printed and attached to each application being verified?

A. *Sources of Acceptable Documentation* list
B. **Verification Tracking Form**
C. *Verification Non-Response Rate Report*

This form provides step-by-step guidance for conducting verification and it should be used as the place to track all activities and outcomes of the verification process for each application.

Phase 3

Step 1: Confirmation Review

| Confirmation Review | → | Direct Verification | → | Contacting the Household | → | Results of Verification |
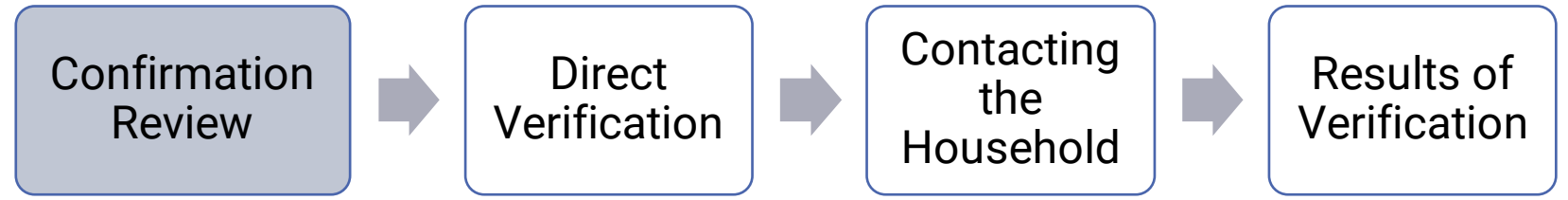
The confirmation review is the first step of verification.

A school official who did not make the original eligibility decision (known as the Confirming Official) will review the applications and confirm that the correct eligibility was assigned when the application was initially certified.

- The confirmation review can be completed when the application is initially certified for eligibility, or it can be done during the time of verification.

Refer to the tracking form for guidance on what to do when the initial eligibility determination is incorrect.

Phase 3

Step 1: Confirmation Review

Confirmation Review ➡ Direct Verification ➡ Contacting the Household ➡ Results of Verification
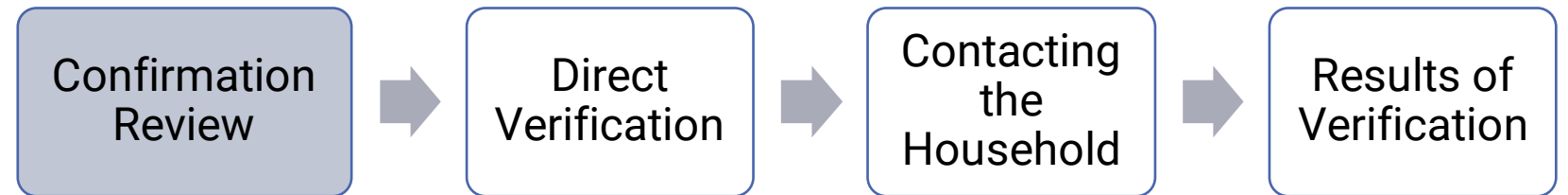
The Confirming Official must sign and date the household application after it is reviewed.

Phase 3

Step 1: Confirmation Review

| Confirmation Review | → | Direct Verification | → | Contacting the Household | → | Results of Verification |

The confirmation review can be waived if the SFA uses a technology-based system that operates with a high level of accuracy in processing applications.

If you are interested in the confirmation review waiver, it is recommended to take the online training *Step by Step Instruction: How to Submit a Verification Confirmation Review Waiver* for further guidance on requesting the waiver.

Please note that this type of administrative relief does not apply to all SFAs.

Phase 3

Step 2: Conduct Direct Verification

| Confirmation Review | ➡ | Direct Verification | ➡ | Contacting the Household | ➡ | Results of Verification |
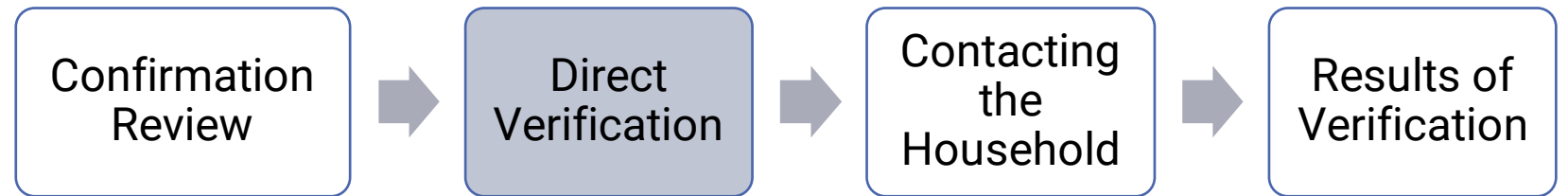
The next step in Phase 3 is to conduct Direct Verification.

ADE uses an online verifying system called CNP Direct Verification, which allows SFAs to directly obtain confirmation from the following agencies to verify students' eligibility status:

- SNAP, TANF, FDPIR, Medical Assistance (MA)*, foster, homeless and migrant programs databases.

Medical Assistance (MA) is an additional data source that is not used for Direct Certification. It is only used for Direct Verification.

Phase 3

CNP Direct Certification/Direct Verification

In order to conduct direct verification, you will need permissions to ADEConnect and CNP Direct Certification/Direct Verification.

If it is unclear whether the SFA has permissions to ADEConnect or CNP Direct Certification/Direct Verification, please attempt accessing through the ADE website.

- If the SFA has permissions, continue to CNP Direct Certification/Direct Verification.

- If the SFA does not have permissions, he/she will need to contact their Entity Administrator for permissions.

Applications

[Hide All]

Arizona Department of Education (79275)		[-]
CNP Direct Certification / Direct Verification		☆ ☒
CNP Verification Reporting		☆ ☒
CNPWeb		☆ ☒

Phase 3

Step 2: Conduct Direct Verification

Confirmation Review	→	Direct Verification	→	Contacting the Household	→	Results of Verification
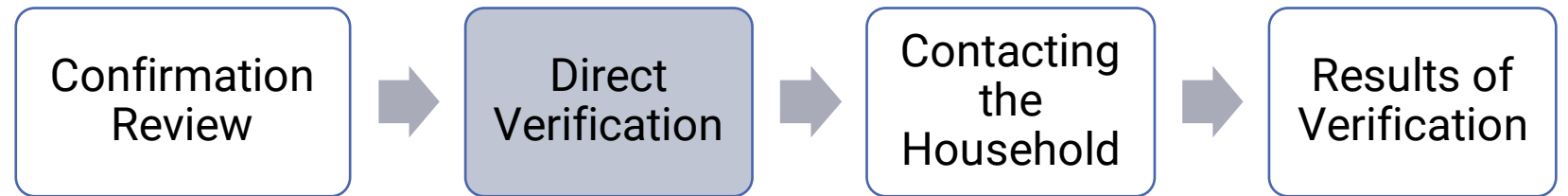
Direct verification is **only** for students who have been selected for verification.

Unlike direct certification, it is *unallowable* to search for all students in CNP Direct Verification.

Only the student(s) selected for verification are allowed to be searched in CNP Direct Verification.

Phase 3

Step 2: Conduct Direct Verification

| Confirmation Review | → | Direct Verification | → | Contacting the Household | → | Results of Verification |
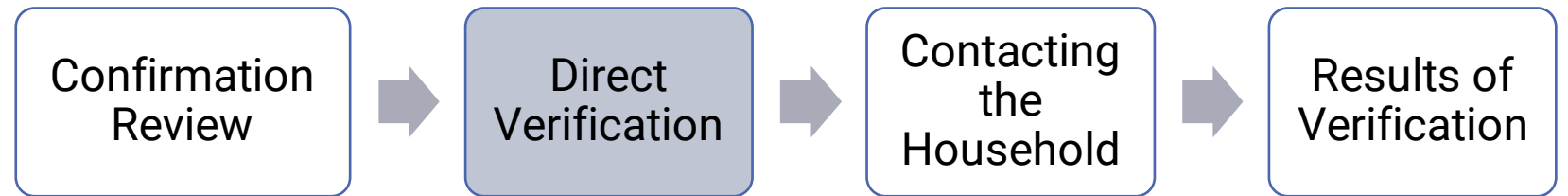
Please refer to the online training *Step-by-Step Instruction: How to Conduct Direct Verification* for detailed instructions on how to:

- Log into ADEConnect and CNP Direct Certification/Direct Verification.

- Search students using various methods.

- Save your search results.

Please ensure this training has been completed before moving on to the next slide.

Which ADE online training must be completed prior to moving on to the next slide?

A. None, continue to the next slide
B. *Step-by-Step Instruction: How to Conduct Direct Verification in CNP Direct Certification/ Direct Verification*
C. *Step-by-Step Instruction: How to Submit the Verification Report in CNP Verification*

?

Which ADE online training must be completed prior to moving on to the next slide?

A. None, continue to the next slide
B. *Step-by-Step Instruction: How to Conduct Direct Verification in CNP Direct Certification/Direct Verification*
C. *Step-by-Step Instruction: How to Submit the Verification Report in CNP Verification*

It is important to understand how to conduct Direct Verification prior to moving on with the verification process.

81

Phase 3

Step 2: Conduct Direct Verification

Confirmation Review	→	Direct Verification	→	Contacting the Household	→	Results of Verification
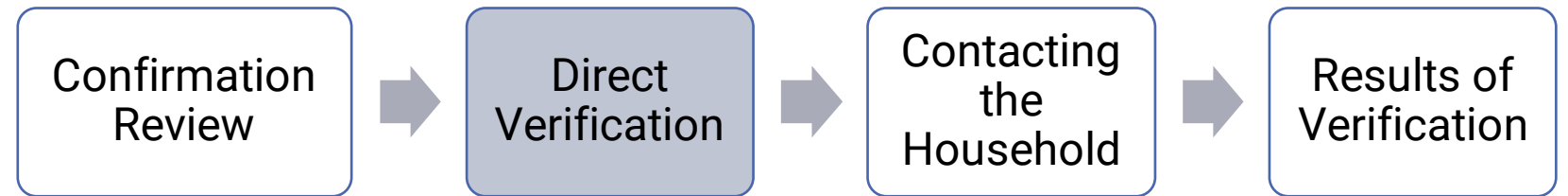
Now it is time to refer back to the *Verification Tracking Form*, Step 2.

The tracker will explain the match results and if verification is complete.

If the student was **verified**, verification is complete for the household. **Do not contact the household to provide income documentation.**

If the student was **not verified**, the SFA will need to move on to Step 3 of the *Verification Tracking Form*.

Which of the following are true for direct verification?

A. Required to conduct at least 3 times per year.
B. Search all enrolled students.
C. Need ADEConnect to access it.
D. Search only students who were selected for verification.
E. Only available during verification, beginning October 1.
F. Is the same as direct certification.

Which of the following are true for direct verification?

A. Required to conduct at least 3 times per year.
B. Search all enrolled students.
C. **Need ADEConnect to access it.**
D. **Search only students who were selected for verification.**
E. **Only available during verification, beginning October 1.**
F. Is the same as direct certification.

Direct verification can only be conducted during verification, beginning October 1, via the CNP Direct Verification application in ADEConnect. It allows SFAs to search only for students selected for verification using an additional data source, Medical Assistance.

Phase 3

Step 3: Contact the Household

Confirmation Review	→	Direct Verification	→	Contacting the Household	→	Results of Verification
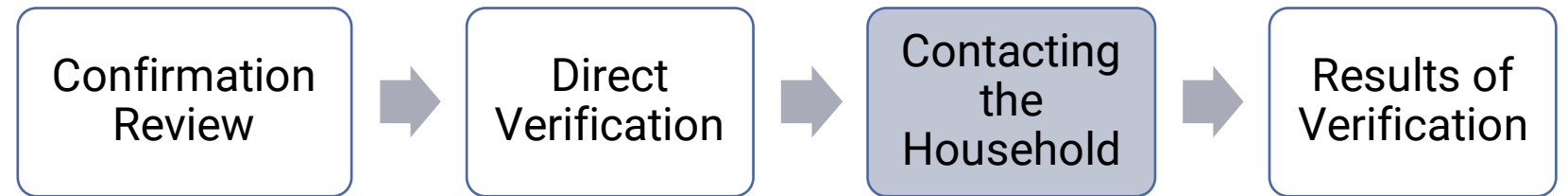
If the student was not verified in CNP Direct Verification, documentation that supports the information on the application will need to be provided by the household.

The SFA will notify the household that their application was selected for verification and request income documentation.

- ADE's *Notification of Verification Letter* template can be used to notify the households. The letter is available in English and Spanish.

- The list of *Sources of Acceptable Documentation* can assist SFAs with determining if the documentation provided by households can be accepted. This list is available in English and Spanish.

True or false: SFAs will need to contact the household when a student has been verified in the CNP Direct Verification system.

A. True
B. False

True or false: SFAs will need to contact the household when a student has been verified in the CNP Direct Verification system.

A. True
B. **False**

SFAs will only contact the household if the student was not verified. Refer to the *Verification Tracking Form*, Step 2, if further explanation is needed.

Phase 3

Step 3: Contacting the Household

Next, the SFA will fill out the *Notification of Verification Letter* and include the date by which a response is due.

The due date is your decision. However, it is important that this date is reasonable for the household to supply the documentation needed and gives the SFA enough time to complete Phase 3 by November 15, when verification closes.

The SFA must document the day the letter was sent.

Phase 3

Step 3: Contacting the Household

The dates on the *Notification of Verification Letter* should also be documented on the *Verification Tracking Form* in Step 3.

This is a great tool for SFAs to keep track of documentation when sending out letters to the households.

Phase 3

Step 3: Contacting the Household

If a household does not respond by the given due date, the SFA is required to complete at least one follow-up.

This can be done by sending a second letter, sending an email or calling the household.

Make sure the date that the second outreach was conducted is documented and a due date for the household to respond by is included.

Phase 3

Step 3: Contacting the Household

Document the follow-up on the tracking form, as you did for the original *Notification of Verification Letter*.

Also, be sure to have the Follow-Up Official sign and date the Office Use Only section on the household application if a follow-up letter was sent.

- This does not need to be a different individual than the Determining or Confirming Official.

- Document that the Follow-Up Official has signed the application on the *Verification Tracking Form*.

OFFICE USE ONLY

Eligibility: Free___ Reduced___ Denied___
Determining Official's Signature: _____   Date: _____
❑Case # Application ❑Foster Application   ❑Directly Certified: Date of Disregard: _____
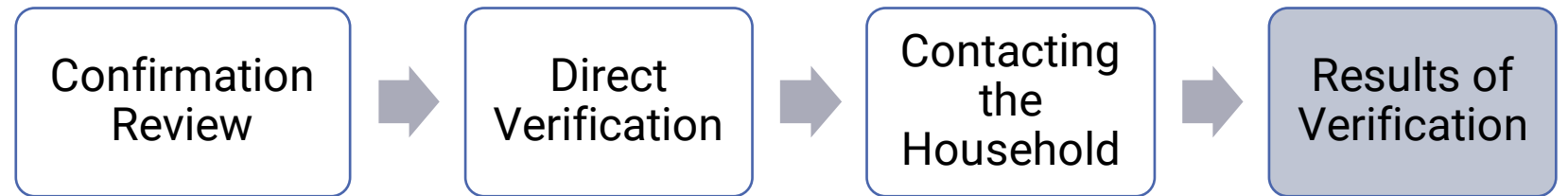❑Income Application
Household Size:_____
Total Income: _____ Per: ❑Week ❑Bi-Weekly (Every 2 Weeks) ❑2x Month ❑Monthly ❑Annual

❑ Selected For Verification: Confirming Official's Signature: _____ Date: _____
Follow-Up Official's Signature: _____ Date: _____

Phase 3

Step 4: Results of Verification

Confirmation Review	→	Direct Verification	→	Contacting the Household	→	Results of Verification

The last step in Phase 3 is determining the results of verification.

If documentation from the household was received, compare the documentation provided with the information provided on the application.

When verifying an income application, be sure to look at the **gross income**, not the net income.

- This is a very common mistake! *Never use net income when certifying or verifying household applications.*

If documentation was *not* received from the household, their benefits will be terminated and changed to paid.

Phase 3

Step 4: Results of Verification

| Confirmation Review | ➡ | Direct Verification | ➡ | Contacting the Household | ➡ | Results of Verification |
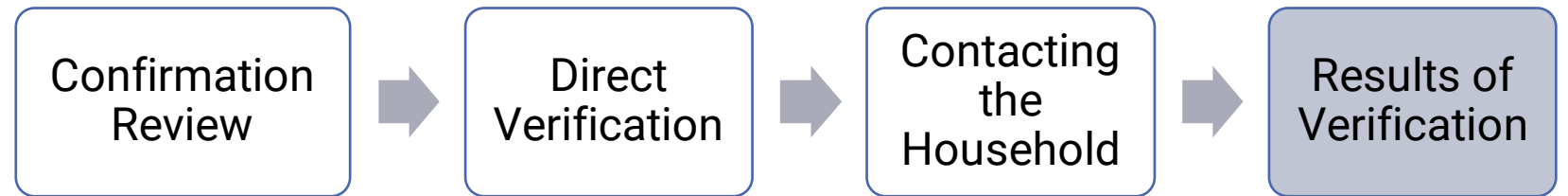
Once the results of verification have been determined, refer to Step 4 in the *Verification Tracking Form* to document the results.

The chart on the next slide provides a summary of what the results mean.

Phase 3

Step 4: Results of Verification

Result	What it Means
Responded, no change in benefits.	Documentation provided supports the information on the application.
Responded, original determination changed to free.	Documentation provided does not support the information on the application. The documentation provided **increases** the student's benefits.
Responded, original determination changed to reduced.	Documentation provided does not support the information on the application. The documentation provided **decreases** the student's benefits.
Responded, original determination changed to paid.	Documentation provided does not support the information on the application. The documentation provided **decreases** the student's benefits.
No response, original determination changed to paid.	The household did not provide any documentation, or the documentation provided is incomplete and, therefore, the student's application is denied and changed to paid.

Phase 3

Letter of Verification Results

After the results have been determined, mark the correct benefits for the student on the *Letter of Verification Results* and mail to the household.

- For documentation purposes, write the date the letter was sent and the date the student's eligibility change will be made active (if applicable) in Step 4 of the *Verification Tracking Form*.

The *Letter of Verification Results* is available in English and Spanish.

Phase 3

Letter of Verification Results

If benefits have **increased**, this must be active within three calendar days.

If benefits have **decreased**, the SFA must allow the household 10 calendar days to receive this letter and adjust to the new meal benefits.

Example 96

Phase 3

Letter of Verification Results: Example

If a student is being changed to reduced or paid, the benefit adjustment should occur 10 days from the date the results letter was sent out.

- For example. if the letter is sent out on November 15th, the household should have until November 25th before the student is changed to reduced or paid.

Phase 3

Update Your BID

If benefits have changed as a result of verification, the BID must be updated to reflect the new eligibility determinations.

- Three calendar days after the letter is sent for students whose benefits increased as a result of verification.

- 10 calendar days after the letter is sent to reflect the new benefits for students whose benefits decreased as a result of verification.

Phase 3

Step 4: Results of Verification

| Confirmation Review | ➡ | Direct Verification | ➡ | Contacting the Household | ➡ | Results of Verification |
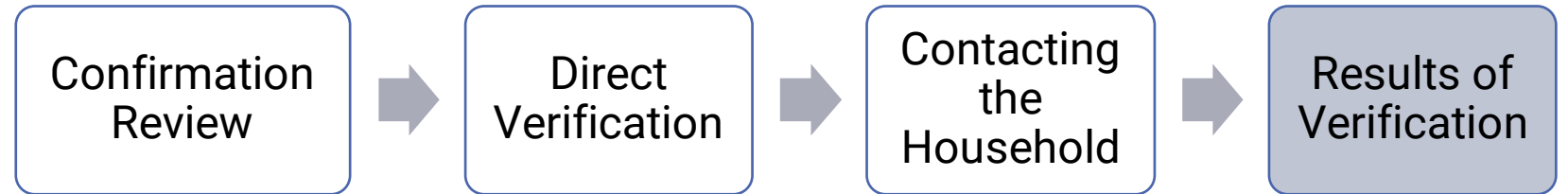
At this point, the *Verification Tracking Form* will be filled out completely from Step 1 to Step 4.

Let's review all steps in Phase 3 to ensure all required actions have been taken.

Phase 3

Phase 3 Review

✓ The *Verification Tracking Form* has been attached to each application and filled out completely.

✓ Direct Verification has been conducted on the selected student(s) and the results have been printed.

✓ *Notification of Verification Letters* requesting documentation of eligibility have been sent to the households for student(s) not verified in Direct Verification. This also includes a follow-up attempt if the household does not respond to the first attempt.

✓ All documents have been reviewed for households that have submitted evidence supporting the information on the application.

✓ The *Letter of Verification Results* have been sent to all households selected for verification.

By what date do all verification activities need to be completed?

A. October 1
B. October 31
C. November 1
D. November 15

By what date do all verification activities need to be completed?

A. October 1
B. October 31
C. November 1
D. **November 15**

Verification is complete when the household provides adequate documentation supporting the information on their application, or when the *Letter of Verification Results* is sent to families who did not respond. These notices must be sent out no later than November 15th.

Phase 4: Submit the Verification Summary Report (VSR)

November 15 – February 1
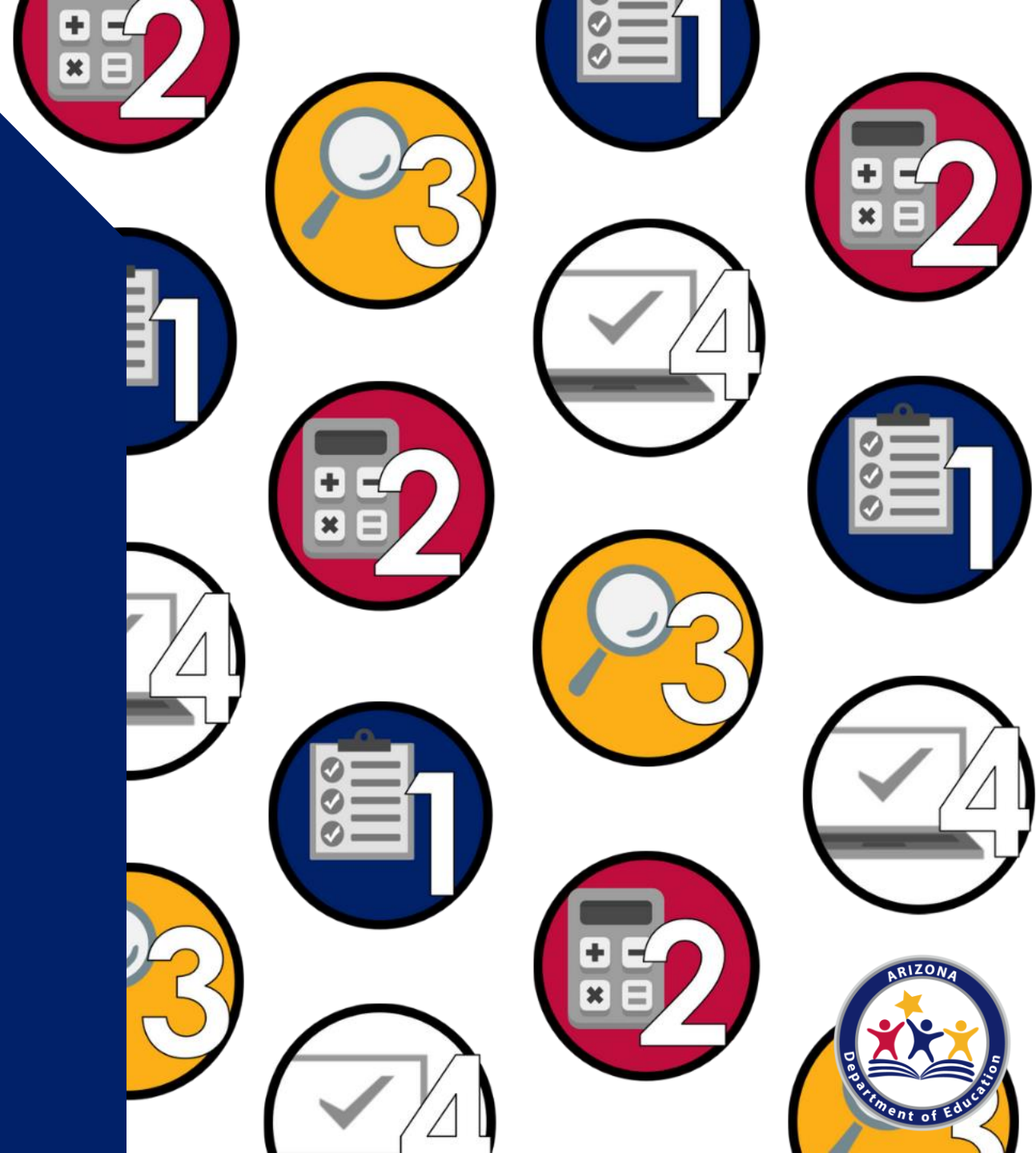
Phase 4

Phase 4: Submit the VSR

During Phase 4, SFAs will:

- Need permissions to ADEConnect

- Categorize and count all needed documents for submitting the report

- Fill out and submit the Verification Summary Report (VSR) in the CNP Verification Reporting application in ADEConnect

Phase 4

ADEConnect

For this phase of verification, all SFAs will need permissions to the CNP Verification Reporting application in ADEConnect to submit VSR.

If it is unclear whether the SFA has permissions to ADEConnect or CNP Verification Reporting, please attempt to access through the ADE website.

- If the SFA does not have permissions, he/she will need to contact their Entity Administrator for permissions.
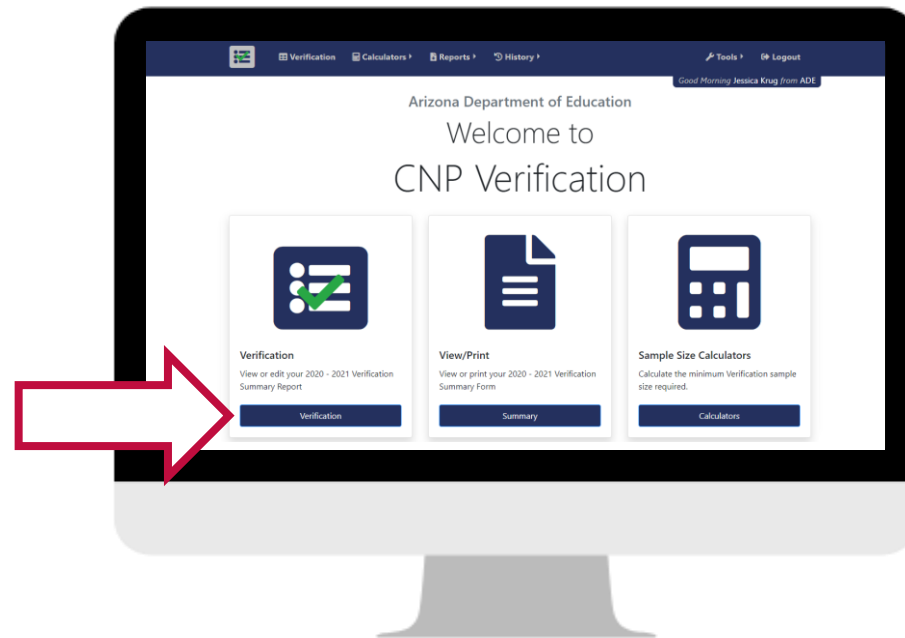
Phase 4

Submitting the VSR

Beginning on November 16th, SFAs can begin submitting the VSR in CNP Verification Reporting.

Before you begin your report, you will need to gather all of the information you used to conduct verification, including the October 1 application counts and the results of each application selected for verification.

Phase 4

Submitting the VSR

To begin the VSR, log into CNP Verification Reporting through ADEConnect and click on the "Verification" button as shown below.

Phase 4

Submitting the VSR

At the top of the report there is a status bar indicating the status of the report. The status options are:

- Not Started: The SFA has not begun the report

- Pending: The SFA has begun the report but has not submitted

- Submitted: The SFA has submitted the report and is awaiting ADE approval

- Approved: ADE has approved the SFA's report

CNP Verification

Not Started

Sponsor Name: **Juniper Tree Academy**
(14-87-59-000)

Submitting the VSR

Let's become familiar with the areas of the report.

Phase 4

The top of each page shows which step you are on, if the step is required, and instructions to complete this step.

Phase 4

Submitting the VSR
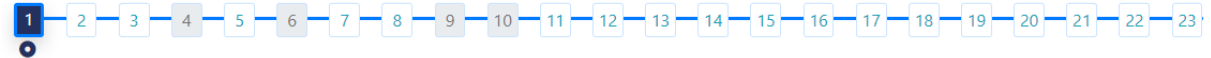
Let's become familiar with the areas of the report.

This navigation bar allows the user to click on a step to move to another page.

Phase 4

Submitting the VSR

Let's become familiar with the areas of the report.

Hover over a step to see which questions are on that step.

Submitting the VSR

Let's become familiar with the areas of the report.

Phase 4

Steps in gray are not required for this SFA.

Phase 4

Submitting the VSR

Let's become familiar with the areas of the report.

Some questions provide you with data from CNPWeb. You will confirm that the data is correct and enter the number into the white box. If the data you are entering is different than what is shown in CNPWeb, discrepancies should be evaluated by the SFA to identify mistakes in either the VSR or in CNPWeb.

Phase 4

Submitting the VSR

Let's become familiar with the areas of the report.

Use the "Back" button to move back a step. Click "Save & Continue" to save the data and move to the next step. Click "Save" to save the data and stay on this step. Click "Submit to ADE" when all fields have been entered in the report and there are no validation errors.

Phase 4

Submitting the VSR

Let's become familiar with the areas of the report.

CNP Verification 2020-2021
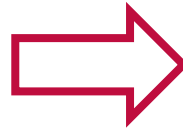
⚠ **Validation Failed! This Verification does not meet USDA requirements.**

Validation Messages ▸

The system has edit checks in place that validate the data entered into the report. If the system identifies any errors, you will be notified with a red error message at the top of the report.

Phase 4

Submitting the VSR

Let's become familiar with the areas of the report.

CNP Verification 2020-2021

⚠ **Validation Failed! This Verification does not meet USDA requirements.**

Validation Messages ▶

Click "Validation Messages" to expand the list of errors.

Phase 4
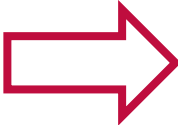
Submitting the VSR

Let's become familiar with the areas of the report.

CNP Verification 2020-2021

⚠ **Validation Failed! This Verification does not meet USDA requirements.**

Validation Messages ▾

| 1-1B | Per CNPWeb, this is the reported enrollment from your October claim(s). Please enter the number of students enrolled in your NSLP schools as of October 31st. | 1 message(s) |
| | [FNS Error 81] - Total free and reduced price students cannot be greater than the total number of students in the SFA. Please correct the numbers reported in fields 1-1:B, 1-2:B, T-1, and/or T-2. | Critical |

You will be provided with the reasons for the errors and how to correct them. All validation messages must be resolved prior to submitting the report.

Phase 4

What happens after I submit my report?

After an SFA submits the report, the assigned School Nutrition Programs Specialist will review the report to ensure the data was submitted accurately.

- If revisions need to be made, the specialist will reject the report and contact the SFA. The SFA will then make the necessary revisions and resubmit the report.

- When no revisions need to be made, the specialist will approve the report.

Phase 4

Final Thoughts on Verification

The VSR can be submitted anytime between November 16th and February 1st. The report must be submitted and approved by the specialist no later than February 1st.

SFAs who do not have a submitted and approved report by February 1st will have their reimbursements placed on hold until the report is submitted and approved.

ADE will be providing virtual options for technical assistance with submitting the VSR. Be on the lookout for announcements from ADE on what will be available in November 2020.

By what date must the VSR be submitted?

A. November 16
B. December 1
C. February 1

By what date must the VSR be submitted?

A. November 16
B. December 1
C. **February 1**

All LEAs must submit the VSR by February 1st. Those who do not submit the report by the deadline will have their reimbursements placed on hold.

Technical Assistance

If you have any questions about verification, refer to Section 6 of the USDA Eligibility Manual for School Meals, or email ContactHNS@azed.gov to reach a Health and Nutrition Services Specialist.

Congratulations

You have completed the Online Course: *Verification Review*

In order to count this training towards your Professional Standards training hours, the training content must align with your job duties.

Information to include when documenting this training for Professional Standards:

- **Training Title:** *Online Course: Verification Review*
- **Learning Code:** 3110
- **Key Area:** 3000 – Administration
- **Length:** 2 hours

Please note, attendees must document the amount of training hours indicated on the training despite the amount of time it takes to complete it.
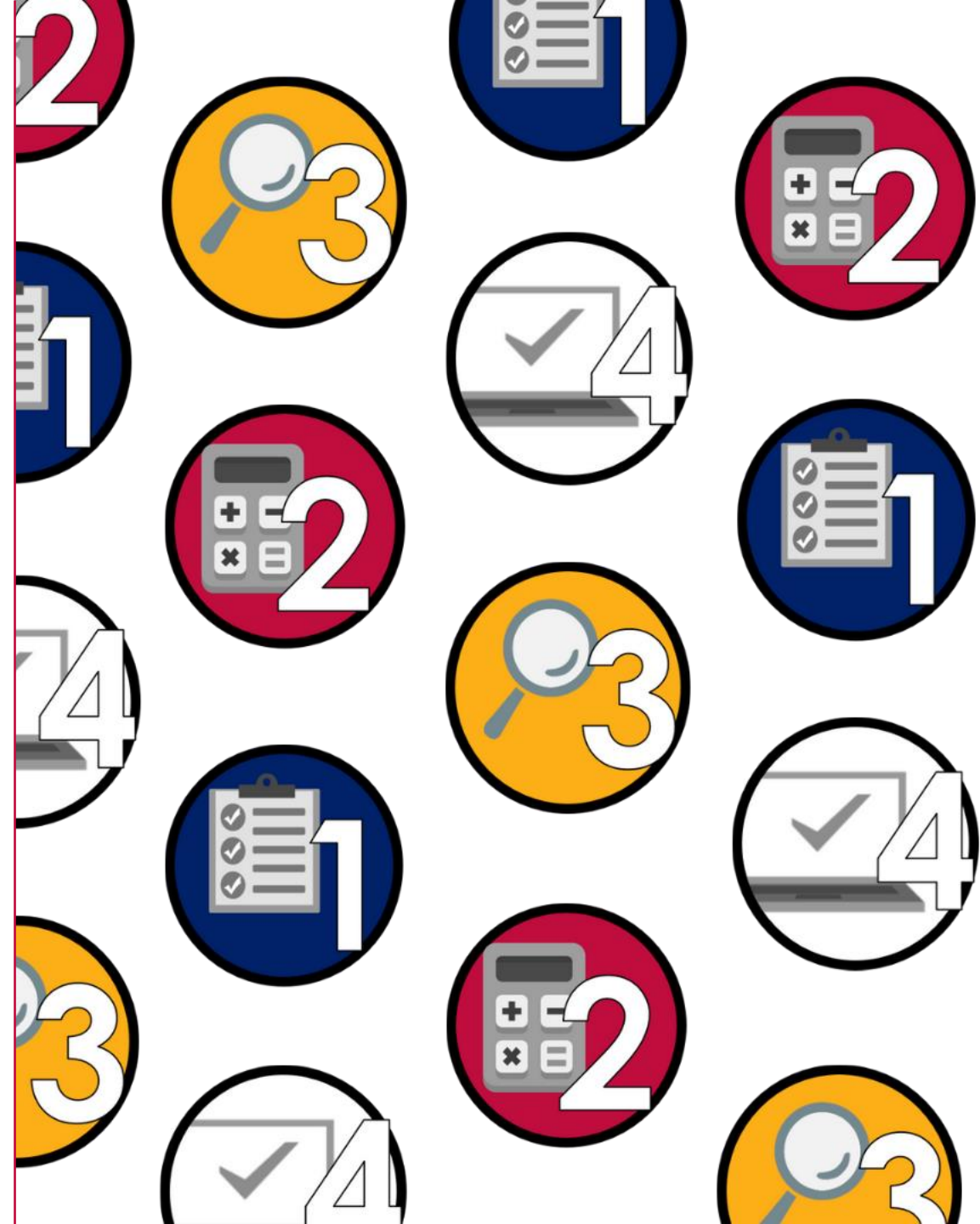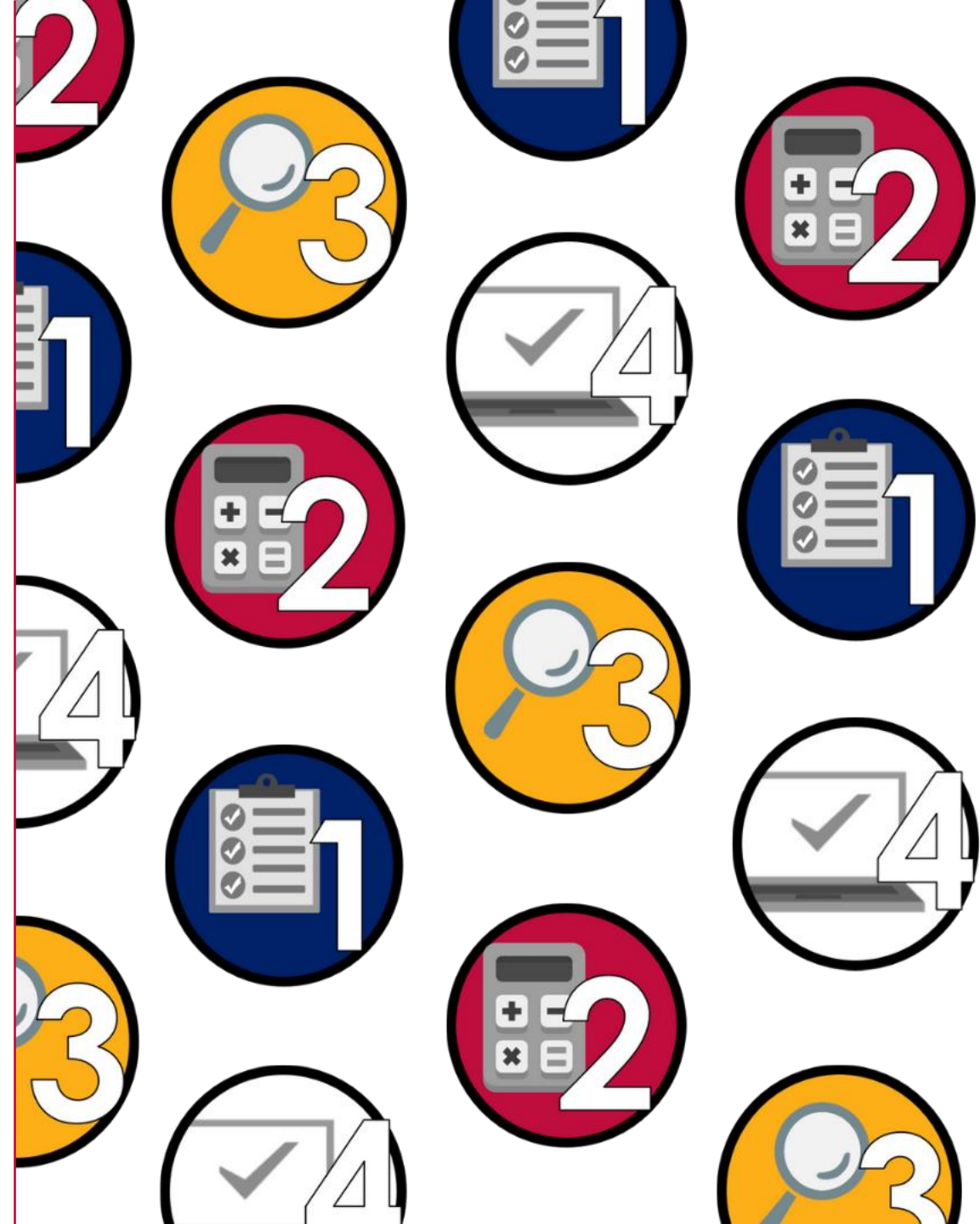
Training Certificate

Please click on the link below to complete a brief survey about this training. Once the survey is complete, you will be able to print your certificate of completion from Survey Monkey.

This will not appear in your Event Management System (EMS) Account.

https://www.surveymonkey.com/r/OnlineHowToGuides

The information below is for your reference when completing the survey:

- Training Title: **Online Course: Verification Review**
- Professional Standards Learning Code: **3110**